



NH Bureau of EMS Bulletin

Volume 14, Issue 3

April 2014—June 2014

Special points of interest:

- We have a new online registration system for our BLS Practical Exams that is similar to our ALS already in place. Please check out the [Course and Exam Schedule](#).
- Don't forget to take the Spinal Injury Protocol Course on [NHOODLE](#). It is under **EMS**, then under **Continuing Education**.

Inside this issue:

TEMSIS	2
Education	3
Field Services	3-4
Emergency Preparedness & Special Projects	4-5
Advanced Life Support	5
List of Staff Contact Information	6

Message from the Chief

I want to start by saying a special congratulations to the Division staff that produced the Narcan education in such a compressed time frame. Nice job to everyone!

Happy EMS Week, May 18-24th. Thanks to all that serve!

BEMS Positions:

Our Deputy Chief of EMS position was posted locally and nationwide. Applications are due by May 9th. We will begin interviewing shortly.

We have several applications for our Program Assistant position. The interviews should happen in May.

Rules:

Our rules have been slowed due to some additional projects in the DOS. We will let you know when the public hearings are.

Education:

We have begun discussing educational institutions and agencies. If an I/C chooses to take these additional steps to become an education institution or training agency, the bureau is considering how to support anyone going above and beyond. We still see a role and a need for local I/Cs that chose not to embark on this process.

Mobile Integrated Healthcare:

On April 29th we had a task force update and we discussed current progress. We have met with the Homecare Association and others. We will be working with them and the protocol committee to update this protocol. On April 30th we met with DHHS and they are supportive of this concept and want to work with us as we move forward.

Data reporting:

We will begin publishing system wide reports on patient care on a regular basis. We will begin publishing reports for hospitals and system wide indicators. Our vision is to report

on the health or efficiency of the system and be able to identify areas to improve either the quality of the data or patient care with education.

Narcan use:

There has been much media attention on the increase in overdoses of heroin and the public health concerns it is causing. We have determined there has been an increase in the use of Narcan over the past few years in EMS. We are working with our TEMSIS information to determine the increase and strategies we can implement in EMS to address the problem. The MCB expanded the use of Narcan to all 2,860 licensed BLS* EMS providers. The training will be done very shortly and more information on the protocol implementation will be forthcoming. (See the TEMSIS and ALS section for more information)

Please remember to support lay rescuer CPR and Rescue Breathing in your communities and specific patient populations. This simple technique will save many lives while awaiting EMS's arrival.

Investigations Update:

The subcommittee has met and is in discussion surrounding suggested changes to our processes. We will be starting with changes to make our letters more clear. We posted our investigation training slides on the [EMS Webpage](#) under "**Of Interest**", the PowerPoint is titled [Investigation Education Presentation](#). The goal is to make the process more transparent. If you have any questions please do not hesitate to call Rich Cloutier or myself.

As always please contact the Bureau if you have any questions or concerns. Stay Safe!

Thanks,
Chief Mercuri

*Meaning FR, EMR, EMT-Basic and EMT.



Research is underway for the NH Bariatric Task Force. See Page 4 for more information!



We're on the Web!
www.nh.gov/ems

There are currently 5,394 licensed EMS Providers in the State of New Hampshire.

TEMSIS: Reporting of Drug Overdoses and Narcan Use

TEMSIS Data is being used by leaders and policy makers, at every level and in every community, to find overdoses. Service leaders and the Bureau must use "Provider Impression" and use of Narcan to find and count these cases. Therefore, all services and providers should include "Drug Overdose / Misuse of Medications (Intentional)" as one of their two provider impressions if they suspect potential illicit drug use or medication misuse.

"Drug Overdose / Misuse of Medications (Intentional)" Use this impression for someone who intentionally took a drug or medication to get "high" or attempt suicide.

- This includes illicit/illegal drugs such as heroin, meth, bath salts, marijuana etc.
- "Misuse of Medications" means meds used in a way beyond their intended therapeutic use (e.g. taking 10 days' worth of prescribed pain meds all at once).
 - This includes medication that may or may not be prescribed to the patient.
 - This can also include OTC medications such as cough syrup or Benadryl.

"Poisoning or Unintended Adverse Effects of Prescribed Medications" Use this impression for unintended medication problems. Examples include:

- A curious child who took a family member's medication and was poisoned.
- A dementia patient taking their daily meds too many times in confusion.
- Significant side effects from medication needing medical care *other than allergic reactions or anaphylaxis*. This includes results from:
 - A change to prescribed medications,
 - A patient takes their spouse's medication, at its prescribed dose, for its intended therapeutic use and same symptoms their spouse takes the medication for.

TEMSIS: Documenting Air Medical Transport Use

Transporting Services should always document AMT use (even when using a hospital LZ). Here's an example:

[Treatment and Transport Disposition]: "Evaluation, Care and Transport by THIS Unit".

[Destination Determined]: "Protocol"

[Destination Type]: "Other EMS Responder (Air)"

[Destination Name]: LANDING ZONE: DHART (or whatever AMT service that shows up).

Then add the pre-designated or Hospital LZ name and the address of the LZ in the address box that appears.

Common Errors to Avoid:

Documenting your destination as the hospital itself when you use the hospital's LZ. Document the hospital that the AMT service is transporting to as *your* destination.



Education: Busy “Off-Season”

The Education Section has been hard at work on a number of different projects now that we have made it through refresher and Instructor/Coordinator re-licensing season. Our normal daily operations of course reviews, approvals, and audits are ongoing, as is the AEMT Test Preparation program. Our Section’s newest project, the PearsonVUE Mobile Testing Lab has been very well-received and continues to be in high demand. The Simulation Program also continues to be tremendously popular. The EMT-Intermediate to AEMT Transition pass rates continue to be well above the national average and have improved slightly in the past two months – our candidates are enjoying a 67% first-time pass rate and a 76% overall pass rate.

We continue to work with the National Registry of EMTs to facilitate their visit to New Hampshire in May with the hopes of piloting the NREMT’s National Core Competency Program. This program redefines how EMS continuing education is delivered and represents a substantial evolution in our profession’s education.

During this so-called “off-season” our focus will be shifting to process improvement. We have part-

icipated in a “LEAN” process to streamline our course approval procedures, which will ease the burden of course approval for the Instructor/Coordinators as well as Division staff. The proposed changes will help trim down the amount of paperwork and the time that it takes to process course requests. We plan to implement the improvements over the course of the summer in hopes that everything will be in place in time for the fall refresher season.

We have also requested that the Commissioner’s Ad-Hoc Committee on Refresher Training be reconvened with the focus of improving the course audit process. It has been three years since this Committee recommended that an audit program be established and it is time to present our report to this group and to look to them to help us identify areas of improvement. This Committee consists of stakeholders from many different facets of EMS, as well as representatives from the NH Hospital Association and the NH Post-Secondary Education Commission. It is our hope that this diverse group will provide us with more valuable recommendations on how to improve this process.

Field Services: 2014 EMS Annual Awards

It is that time of year again – time for us all to review this past year and recognize accomplishments of our fellow NH EMS Providers and Units. This is an important process for morale and public awareness. Please take the time right now to visit the Bureau of EMS website, download the 2014 Nomination Form – complete and submit it.

Nomination for the 2014 ceremony, scheduled for September in conjunction with the Fire Service Committee of Merit, has a *deadline of June 1, 2014*.

The six categories of awards are listed on the web site with all appropriate criteria. There is one just waiting for your organization. We look forward to hearing from you!

Web site address:

<http://www.nh.gov/safety/divisions/fstems/ems/forms.html#awards>

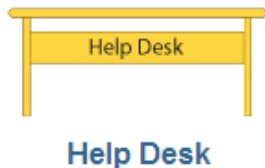


Field Services: EMS Week 2014

The theme of this year’s National EMS Week is “EMS: Dedicated for Life”. This dedication is demonstrated every day by our front line medical responders who save lives as well as by those of us who work behind the scenes to make the EMS system better.

The entire staff of the Division of Fire Standards and Training & Emergency Medical Services would like to take this opportunity to express our sincere gratitude for what each of our providers do on a daily basis during service to their communities. Thank you! We appreciate you and look forward to our future together!

The helpdesk links are functioning again. The helpdesk links will take you to a form to describe your issue that is then emailed to the TEMSIS staff. Currently, this is only an email form and there is no tracking program to log into.



"Abe" the BEMS
Adult
Simulation Manikin

Contact Michael
Kennard to schedule
this valuable training
to come to your
department!
[Michael.kennard@
dos.nh.gov](mailto:Michael.kennard@dos.nh.gov)

Field Services: Future NH EMS Line-of-Duty-Death Memorial

The EMS Memorial Committee, made up of members from the NH Association of EMTs, NH Ambulance Association, NH Paramedic Association, State Firefighters Association, Muddy Angels, NH Hospital Association and NH EMS Honor Guard, has been working diligently to make this EMS Line-of-duty death Memorial a reality. The site has been secured at the Academy in Concord, a timeline has been created to keep the team on task and design proposals were requested and received. At the last meeting, shortly after the April 1st deadline, all proposals were reviewed and a winning design was chosen.

The Committee is excited to announce that Paramedic Scott Taylor, of Sanbornton FD, Lakes Region General Healthcare, Gunstock Ski Patrol, former EMS Coordinator at Franklin Regional Hospital and current EMS Instructor/Coordinator, is the author/artist behind the chosen design.

The design was unveiled at the Central NH EMS Conference on Saturday, May 3rd during the noontime EMS Provider Recognition Day presentation and again at the fall Northern NH EMS Conference.

The Committee will now move on to fundraising for the materials to build the approved design. Anyone interested in supporting this

endeavor through donation of funds or in-kind materials and/or labor, or if you have thoughts on companies that might consider such donations – please contact any member of the Committee including Bureau Staff Member Kathy Doolan (223-4281 / kathy.doolan@dos.nh.gov) – Thank you!!

[Current Committee Members: Chris Beres, Betsy Colburn, Kathy Doolan, Fran Dupuis, Bruce Goldthwaite, Jason Grey, Mike Kennard, Scott Lancaster, Earl Lincoln, Stacy Meier, Chad Miller, Eric Schelberg, Jeff Stewart and Robin Weeks]

Emergency Preparedness and Special Projects: NH Bariatric Task Force Project

Work on this important effort continues with NH Homeland Security approving the designated Grant agencies and the ordering of bariatric equipment. Additional funding has also been received from NH Dept. of Health & Human Services for purchasing of "portable" bariatric accessory equipment for assisting in moving obese patients to the bariatric stretcher.

Research is underway involving education, dispatch and implementation components of the project.

Emergency Preparedness and Special Projects: AED Program

3,113 AED's have been entered into the NH "AED Registry" as of 5/1/14. The VERY popular NH AED "direct purchase" Opportunity remains in effect through June 30, 2015 for any interested individuals or organizations in New Hampshire. Two AED brands and associated accessories are available at reduced pricing.

All AED's in New Hampshire are required to be registered with our Bureau utilizing the NH "AED Registry" form available electronically.

Emergency Preparedness and Special Projects : State Level Planning Efforts

- Participation in the NH Federation of Mutual Aid Districts' "Fire & EMS Mobilization Plan" update.
- Assisting NH Dept. of Health & Human Services in development of a "NH Mass Casualty Plan" document.
- Attending planning sessions with NH Bureau of Emergency Communications in researching Next Generation 9-1-1 (NG-911) features and strategies.
- Regular attendance at NH Hospitals' Emergency Managers statewide meetings on hospital preparedness planning efforts coordinated by the NH Hospital Association.

Please contact the Preparedness Coordinator, William Wood, with any EMS emergency planning-related questions. His contact information, along with the rest of the Division Staff is on page 6.

Advanced Life Support: Narcan

Heroin overdose deaths were the leading cause of death in New Hampshire in 2012. Nationwide deaths from prescription painkillers have reached epidemic levels in the past decade, and nationwide drug overdoses have killed more Americans than motor vehicle crashes.

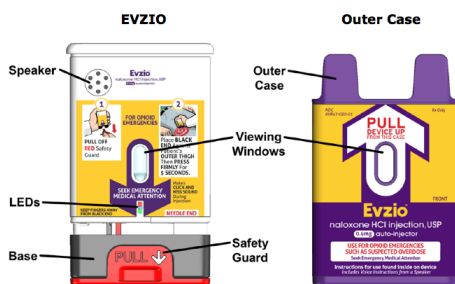
Narcan has been an antidote for narcotic overdoses within the ALS providers' medication formulary for decades. In an effort to reduce the number of narcotic overdoses, the March Medical Control Board approved the

early release of the updated Poison/ Substance Abuse/Overdose Protocol 2.15, which includes intranasal narcan administration by Emergency Medical Responders (EMR) and Emergency Medical Technicians (EMT). As with all new protocols, EMS providers will be required to complete a protocol rollout before using the new or updated protocol.

The Bureau of EMS is developing a blended narcan administration educational module, involving an online component and a psychomotor skills

lab. All EMRs and EMTs will be required to complete this module before utilizing the updated Poison/ Substance Abuse/Overdose Protocol 2.15.

We will be sending out notification within the next week or two, with further instructions on the program. If you have any questions before then, please call Vicki Blanchard at 603-223-4200.



The FDA has approved the use of Narcan in an auto-injector style device for distribution in June or July of 2014.

Please read the FDA article published on April 3, 2014 at the link below for further details about this newly approved device.

<http://www.fda.gov/NewsEvents/Newsroom/PressAnnouncements/ucm391465.htm>



NH Bureau of Emergency
Medical Services

98 Smokey Bear Blvd
Concord, NH 03301
33 Hazen Drive
Concord, NH 03305

Phone: 603-223-4200
Fax: 603-271-4567

NH Bureau of EMS Bulletin

The Foundation Needs You!

The mission of the NH Police, Fire and EMS Foundation is to be a resource for personnel, and their families. The goal is to help those dealing with a crisis or catastrophe not covered by insurance or workers compensation fund.

This Foundation has been able to assist various Police, Fire and EMS personnel all across the state with approximately \$80,000 of assistance since its establishment in 2007. Annual fundraising events include a motorcycle ride, golf tournament, awards banquet and even a Rifle Raffle in the winter. Details of each of these can be viewed on the Foundation web site: www.nhpfef.com

Please consider registering for an upcoming Foundation function and remember donations are always welcomed and appreciated!!



Administration:

Name	Title	E-mail Address
Deborah A. Pendergast	Division Director	deborah.pendergast@dos.nh.gov
Nick Mercuri	Bureau Chief	nick.mercuri@dos.nh.gov

Advanced Life Support / PIFT / Protocols:

Vicki Blanchard, NREMT-P	ALS Coordinator	vicki.blanchard@dos.nh.gov
--------------------------	-----------------	--

Education:

Shawn Jackson, NREMT-P	Education Coordinator	shawn.jackson@dos.nh.gov
Diane Bunnell, NREMT-B	Education Specialist, Regions 1 and 5	diane.bunnell@dos.nh.gov
Karen Louis, NREMT-B	Education Specialist, Regions 3 and 4	karen.louis@dos.nh.gov
Kim Mattil, NREMT-B	Education Specialist, Region 2 & out-of-state reciprocity	kimberly.mattil@dos.nh.gov
Susan Anderson, EMT-B	Program Coordinator, PEETE/Evaluators	susan.anderson@dos.nh.gov
Michael Kennard, NREMT-P	Program Coordinator, Simulation Training Coordinator	michael.kennard@dos.nh.gov

Field Services & Licensing :

Kathleen Higgins Doolan, NREMT-I	Field Services Coordinator	kathleen.higgins-doolan@dos.nh.gov
Liza Burrill, NRAEMT	Field Services Representative	liza.burrill@dos.nh.gov
Richard Cloutier, NRAEMT	Field Services Representative	richard.cloutier@dos.nh.gov
Diane Carrier, NREMT-I	Licensing Coordinator	EMSLicensing@dos.nh.gov
Chip Cooper, NREMT-P	RQM Coordinator, TEMSIS Administrator	richard.cooper@dos.nh.gov
Jack Hedges	TEMSIS Support Specialists	charles.hedges@dos.nh.gov

Trauma System :

VACANCY	Trauma Coordinator	Nick.mercuri@dos.nh.gov
Chip Cooper MPH, NREMT-P	Trauma System Contact	richard.cooper@dos.nh.gov

Preparedness; AED and Special Projects:

William Wood, NREMT-I	Preparedness & AED Grant Coordinator	william.wood@dos.nh.gov
-----------------------	--------------------------------------	--